

**DIRECTORATE: HEALTH / PUBLIC SAFETY
&
EMERGENCY SERVICES**

Buffalo City Metropolitan Municipality





QUARTER TWO SERVICE DELIVERY AND BUDGET IMPLEMENTATION PLAN (SDBIP) : 2019/2020 FINANCIAL YEAR

DIRECTORATE: HEALTH, PUBLIC SAFETY AND EMERGENCY SERVICES

HEAD OF DIRECTORATE: MR VUYANI LWANA

KFA No	National Treasury Reference/ BCM Code	Key Performance Indicator	Project/ Programme	Baseline (Annual Performance of 2018/19 (Unaudited))	Quarter One Actual Performance 2019/2020						Quarter Two Actual Performance 2019/2020								
					Annual target for 2019/20	1st Quarter Planned Target ending September 2019	Portfolio of evidence	1st Quarter Actual Performance	Portfolio of evidence provided	Reason for deviation	Corrective measures	Achievement levels	2nd Quarter Planned Target ending December 2019	Portfolio of evidence	2nd Quarter Actual Performance	Portfolio of evidence provided	Reason for deviation	Corrective measures	Achievement levels
STRATEGIC OUTCOME 1: AN INNOVATIVE & PRODUCTIVE CITY																			
NATIONAL PRESCRIBED INDICATORS																			
KFA 11	FE.1.11	Percentage compliance with the required attendance time for structural firefighting incidents	Fire Incidents Response Times	75% of calls within attendance times as per SANS 10090:2003 8min - high risk areas, 10 min - moderate risk areas, 13 min - low risk areas 23 min - rural areas	75% of calls within attendance times as per SANS 10090:2003 8min - high risk areas, 10 min - moderate risk areas, 13 min - low risk areas 23 min - rural areas	75% of calls responded to within required attendance time for all categories of structural firefighting incidents	Emergency Service System (ESS) - Fire Call logging system	28% 8min - high risk areas: 4 out of the 18 structural fire incidents responded to within attendance time 10 min - moderate risk areas: 3 out of the 5 structural fire incidents responded to within attendance time 13 min - low risk areas: 46 out of the 173 structural fire incidents responded to within attendance time 23 min - rural areas: 8 out of the 29 structural fire incidents responded to within attendance time. Overall, of the 225 structural firefighting incidents received, 63 were responded to within the required attendance time, equating to a 28% achievement rate	News of the Day (Incident Reports) extracted from the Emergency Service System (ESS) - Fire Call logging system	Poor communications between fire crew and control room due to inadequate radio network infrastructure. BSC1 of 13 June 2019 resolved that Contract 3178: The Supply and Installation of Emergency Services Resources Management - be withdrawn subject to financial implications.	Department submitted revised specifications in accordance with available budget to BSC on 1 October 2019.		75% of calls responded to within required attendance time for all categories of structural firefighting incidents	Emergency Service System (ESS) - Fire Call logging system	35.3% 8min - high risk areas: 7 out of the 16 structural fire incidents responded to within attendance time 10 min - moderate risk areas: 0 out of the 3 structural fire incidents responded to within attendance time 13 min - low risk areas: 44 out of the 130 structural fire incidents responded to within attendance time 23 min - rural areas: 7 out of the 15 structural fire incidents responded to within attendance time. Overall, of the 164 structural firefighting incidents received, 58 were responded to within the required attendance time, equating to a 35.3% achievement rate	News of the Day (Incident Reports) extracted from the Emergency Service System (ESS) - Fire Call logging system	Poor communications between fire crew and control room due to inadequate radio network infrastructure.	Tender for Tactical Radio Network advertised on 8 December 2019, briefing session held 13 December 2019, tender closes 17 January 2020.	
BCMM INDICATORS																			
KFA 12	IPC20	% Reduction in road traffic fatalities on BCMM roads	Reduction in road fatalities on BCMM roads	5% reduction (241)	5% reduction	1,25%	Provincial SAPS statistics on fatalities	0,85% decrease reduction achieved (41X1,25/60) 41 number of fatalities recorded for the 1st quarter	Provincial SAPS stats & Department Joint operational plans with SAPS	Due to efforts between local authorities and other stakeholders, the fatalities during the 1st Quarter has been reduced by 0,85%. The department will continue to ensure that the deployment of officers as well as joint operations with stakeholders to ensure speeding enforcement, drunken driving campaigns, vehicle road worthiness, checking for number of people per vehicle, campaigns are continuously enforced within BCMM. Increased visibility and daily enforcement and awareness campaigns will ensure that BCMM enforces a zero-tolerance approach on all road users.	N/A		2,5% (1,25%)	Provincial SAPS statistics on fatalities	1,0625 decrease reduction achieved (51X1,25/60) 51 number of fatalities recorded for the 2nd quarter Total accumulative 62 fatalities recorded	Provincial SAPS stats & Department Joint operational plans with SAPS	Due to efforts between local authorities and other stakeholders, the fatalities during the 2nd Quarter has been reduced by 1,0625%. The department will continue to ensure that the deployment of officers as well as joint operations with stakeholders to ensure speeding enforcement, drunken driving campaigns, vehicle road worthiness, checking for number of people per vehicle, campaigns are continuously enforced within BCMM. Increased visibility and daily enforcement and awareness campaigns will ensure that BCMM enforces a zero-tolerance approach on all road users.	N/A	
KFA 11	IPC 19	Number of Areas covered by surveillance cameras	Roll out of CCTV cameras in BCMM (EL CBD, & Municipal Buildings)	2 Areas covered (EL CBD, & Municipal Buildings)	3 (Western Seaboard, Vincent Business Precinct, & KWT CBD & Traffic Building, Bisho Municipal Buildings)	Roll out of CCTV along the Western Seaboard	Orders raised, invoices, payment certificates and progress reports	Wayleaves Approved - Fullers Bay by BCM on 30/09/2019. Excavation completed at Fleet Street & Cnr Pontoon Road - Site 1, Westbank 2, Water World. Excavation in progress for Westbank 3 and Westbank 1 marked out ready for excavation.	Approved Wayleaves - Fullers Bay Site Photos. Orders raised for Rollover Funding (2018/19) & (2019/20) budget. Minutes, Progress Reports & Quotations for assessment & repairs for CCTV cameras etc at Beachfront and Esplanade. Awaiting ICT Dept to verify.	N/A	N/A		Rollout of CCTV in Vincent Business Precinct	Orders raised, invoices, payment certificates and progress reports	Rollout of CCTV in Leches Bay (Western Seaboard) & KWT. Repairs & Maintenance also carried out on all (5) CCTV Cameras and poles along Beachfront/Esplanade for Festive Season	Copies of Orders Raised, Quotations, Invoice Payments, Agendas, Minutes, Attendance Registers, Progress Reports and Photos	N/A	N/A	
KFA 11	FE1.1/IPC 2	Number of fire stations refurbished	Refurbishment of Fire Stations - Dimbaza Fire Station	1 - (Dimbaza fire station)	2 (Mdantsane & Greenfields)	N/A	N/A	(1) Informal tender for Complete Maintenance of Greenfields Fire Station roof submitted to SCM on 13 September 2019 for advertisement; and (2) Informal tender for Complete Maintenance of four Machine Bay Doors at Mdantsane Fire Station - advertised 30 August 2019 and awarded 17 September 2019.	(1) Copy of front page of Informal Tender, Request to Advertise Form and delivery book. (2) Copy of front page of Informal Tender, Request to Advertise Form, delivery book, advert and letter of award.	Department was pro-active and able to commence earlier than anticipated within the financial year.	N/A		N/A	N/A	(1) Informal tender for Complete Maintenance of Greenfields Fire Station roof advertised 22 October 2019, closed 29 October 2019, department evaluated bids received and evaluation report submitted to SCM on 15 November 2019. Awaiting letter of award and order. (2) Informal tender for Complete Maintenance of four Machine Bay Doors at Mdantsane Fire Station - work completed and payment processed on 22 October 2019.	(1) Copy of Informal Tender advertisement and evaluation report. (2) Copy of Invoice.	(1) Delay in awarding of tender.	(1) Cancel informal tender and complete project through annual tenders.	



QUARTER TWO SERVICE DELIVERY AND BUDGET IMPLEMENTATION PLAN: 2019/2020 FINANCIAL YEAR

DIRECTORATE: INFRASTRUCTURE SERVICES

HEAD OF DIRECTORATE: MR NCEBA NGUYANA

KFA No.	National Treasury Reference/BCMM Code	Key Performance Indicator	Project/Programme	Baseline (Annual Performance of 2018/19) (Unaudited)	Annual target for 2019/20		Quarter One Actual Performance 2019/2020						Quarter Two Actual Performance 2019/2020						
					1st Quarter Planned Target-Ending September 2019	Portfolio of evidence	1st Quarter Actual Performance	Portfolio of evidence provided	Reason for deviation	Corrective measure	Achievement level	2nd Quarter Planned Target-Ending December 2019	Portfolio of evidence	2nd Quarter Actual Performance	Portfolio of evidence provided	Reason for deviation	Corrective measure		
NATIONAL PRESCRIBED INDICATORS																			
KFA22	EE1.11	Number of dwellings provided with connections to the mains electricity supply by the municipality	Electrification of formal and informal dwellings	1100	1800	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	
KFA22	EE3.11	Percentage of unplanned outages that are restored to supply within industry standard timeframes	Operations	85% of normal network outages returned to service within 24 hrs (will exclude calls caused by illegal connections)	100% of normal network outages returned to service within 24 hrs (will exclude calls caused by illegal connections)	100% of normal network outages returned to service within 24 hrs (will exclude calls caused by illegal connections)	Log sheets from control centre with calculations	100% of normal network outages returned to service within 24 hours.	Log sheets from control centre, including calculated duration.	The annual target of 100% is realistic as a number of issues beyond any human control will affect outages.	The annual target should be reduced to the original baseline of 85% or above.		100% of normal network outages returned to service within 24 hrs (will exclude calls caused by illegal connections)	Log sheets from control centre with calculations	100% of normal network outages returned to service within 24 hours.	Log sheets from control centre, including calculated duration.	The annual target of 100% is realistic as a number of issues beyond any human control will affect outages.	The annual target should be reduced to the original baseline of 85% or above.	
KFA22	EE3.21	Percentage of Planned Maintenance Performed	Operations	Complete 65% or more of planned maintenance	Complete 100% of planned maintenance	Complete 100% of planned maintenance	Maintenance schedule with calculations	Maintenance schedule calculated at 81,3%	Maintenance schedule with calculations.	The annual target of 100% is realistic as a number of issues beyond any human control will affect outages.	The annual target should be reduced to the original baseline of 65% or above.		Complete 100% of planned maintenance	Maintenance schedule with calculations	Maintenance schedule calculated at 78,4% for the second Quarter	Maintenance schedule with calculations.	The annual target of 100% is unrealistic due to the following issues that are beyond any human control affect outages, Load shedding, inclement weather, overtime control, etc	The annual target will be reviewed in the mid-year report to Council, to the realistic target 75% as a specifically defined benchmark for the indicator, until all the external factors are under control or can be mitigated.	
KFA19	TR6.11	Percentage of un surfaced road graded	Rural Roads	8.27% (110km)	4.135% (56km)	5km	Completion Certificates	0.45% (6km)	Completion Certificates	N/A	N/A		20km (15km)	Completion Certificates	28,8km (21,30km) 1,69%	Completion Certificates	Top-up from roll-over budget. Budget enabled the over achievement.	N/A	
KFA19	TR6.12	Percentage of surfaced municipal road lanes which has been resurfaced and resettled	Urban Roads Programme	1.75% (28km)	19km	N/A	N/A	N/A	N/A	N/A	N/A		6km	Completion Certificates	9,73km (9,73km) 0,61%	Completion Certificates	Top-up from roll-over budget. Budget enabled the over achievement.	N/A	
BCMM INDICATORS																			
KFA22	EE1.1/CC20	Number of new high mast lights installed	Streetslights or highmasts within BCMM area of supply	10	12	N/A	N/A	N/A	N/A	N/A	N/A		6	Completion certificate	6	Completion certificate	N/A	N/A	
KFA19	TR 6.1/CC6	Km of gravel Roads upgraded to Surfaced Standard	Roads Upgrade	20km	16km	N/A	N/A	N/A	N/A	N/A	N/A		4km	Completion Certificates	5,708km (5,708km)	Completion Certificates	Top-up from roll-over budget. Budget enabled the over achievement.	N/A	
KFA19	CC19	Number of bridges rehabilitated	Bridge Refurbishment Programme	3	3	N/A	N/A	N/A	N/A	N/A	N/A		1 (Steve Biko bridge)	Completion Certificates	1	Completion Certificates	N/A	N/A	

KFA22	EE4.12	Installed capacity of embedded generators on the municipal distribution network	N/A	New Indicator	Target not known in advance because of the nature of indicator, however, actual performance will be reported end of 2019/2020 financial year	Target not known in advance because of the nature of indicator, however, actual performance will be reported end of Quarter 1	Applications submitted by consumers	20.5 KW	Consumers applications.	N/A	N/A		Target not known in advance because of the nature of indicator, however, actual performance will be reported end of Quarter 1	Applications submitted by consumers	No Applications processed in 2nd Quarter	N/A	N/A	N/A	
KFA23	WS6.31	Water connections released as a percentage of total connections	N/A	New Indicator	Target not known in advance because of the nature of indicator, however, actual performance will be reported end of 2019/2020 financial year	Target not known in advance because of the nature of indicator, however, actual performance will be reported end of Quarter 1	List of completed meter installation and progress report	Completed 151 new water connections.	List of completed meter installations.	None	None		Target not known in advance because of the nature of indicator, however, actual performance will be reported end of Quarter 1	List of completed meter installation and progress report	97%	List of completed meter installations.	None	None	

STRATEGIC OUTCOME 4: A SPATIALLY TRANSFORMED CITY

NATIONAL PRESCRIBED INDICATORS																				
KFA23	WS1.11	Number of new sewer connections meeting minimum standards.	No project, depends on applications received from the public, RDP connections provided by Housing Department	450	945	N/A	N/A	N/A	N/A	N/A	N/A		N/A	N/A	N/A	N/A	N/A	N/A	N/A	
KFA23	WS2.11	Number of new water connections meeting minimum standards.	N/A	450	250	N/A	N/A	N/A	None	None	None		N/A	N/A	N/A	None	None	None		
KFA23	WS4.22	Percentage of wastewater safely treated	WWTW	>75%	75%	75%	Scientific Services WWTW Compliance Report	68%	Scientific Services WWTW Compliance Report	Scientific Services could not test some of the parameters that normally comply, resulting in increased percentage compliance. This is due to laboratory equipment failure.	Scientific Services is currently procuring the new equipment that is expected to deliver better results at the end of Quarter 3, and hopefully will be delivered in time to reverse the backlog on monitoring. In the meantime we will explore the services of a private service provider.		75%	Scientific Services WWTW Compliance Report	80%	Scientific Services WWTW Compliance Report	WWTW performance improved than originally expected. This could be attributed to the stormwater ingress in the WWTW contributes to diluting the waste coming into the WWTW.	N/A		

BCMM OWN INDICATORS																			
KFA23	WS1.1/STC 2	Number of ablution facilities constructed (seats)	Ablution Facilities	50 (seats)	60 (seats)	5 (seats)	Internal Completion Certificate	0 (Tikini Gonubie)	Internal Completion Certificate	N/A	N/A		30 (25 seats)	Internal Completion Certificate	17	Internal Completion Certificate	Poor workmanship by contractors allocated the work for construction of new ablution were inexperienced, resulting in non-approval of their work, and thus reconstruction, which resulted in delays to finish the work in the second quarter.	The Sanitation Department is closely monitoring their performance and guiding the contractors to ensure that good quality workmanship is achieved timeously. Improvement over time will yield desired results.	
KFA23	WS4.21	Percentage of industries with trade effluent inspected for compliance	Six monthly inspection of assessed industries	100% of assessed industries inspected	100% of assessed industries inspected	N/A	N/A	1	Statistics of Laboratory inspection of industries with Trade Effluent licenses across BCMM.	N/A	N/A		100%	Six monthly tariff letter submitted to each assessed industry	10.20%	Statistics of Laboratory inspection of industries with Trade Effluent licenses across BCMM.	The indicator is a recently introduced Tier 3 indicator in terms of Circular No 88 from National Treasury. It was identified in the audit that the way reporting is incorrect. Hence, the laboratory was not yet fully resourced to be able to deal with increase Trade Effluent inspections as per the new indicator definition by AG.	The Scientific Service Department is finalizing the programme of reallocating resources to try and match the National Treasury indicator requirements. A recovery plan is being put in place for the target will be achieved in the next quarterly reporting.	
KFA23	WS4.1/STC 12	% Compliance of water treatment works with SANS 241 requirements	WWTW	>95%	98%	98%	Water quality results from Scientific Services	98%	Water quality results from Scientific Services.	None	None		98%	Water quality results from Scientific Services	98%	Water quality results from Scientific Services	None	None	
KFA23	WS1.1/STC 8	% of households with access to basic level of sanitation	Rural Sanitation Backlog	93%	94%	N/A	N/A	N/A	N/A	N/A	N/A		N/A	N/A	N/A	N/A	N/A	N/A	

STRATEGIC OUTCOME 6: A WELL GOVERNED CITY

NATIONAL PRESCRIBED INDICATORS

KFA32	WS3.11	Percent of Complaints/Callouts responded to within 24 hours (sanitation/wastewater).	Operations and maintenance	Responded to 95% sewer overflows within 24 hours (Only covers inspection and identification of required repairs as well as issuing job cards).	Respond to 100% sewer overflows within 24 hours.(Only covers inspection and identification of required repairs as well as issuing job cards).	Respond to 100% sewer overflows within 24 hours.(Only covers inspection and identification of required repairs as well as issuing job cards).	Job cards with reference numbers of received / completed complaints or report from the water management system, departmental reports	56%	Report from the Water Management System, Department reports.	While some of the reported complaints were attended to within 24 hours of reporting they were never captured into the Water Information Management System (WIMS) due to staff shortages (Enquiry Clerks and Data Capturers), lack of an Enquiry Clerk and Data Capturer can be funded by giving up some of the existing vacant funded General Worker posts to fund the post of Enquiry Clerk and Data Capturer for all 3 districts.	1. Job cards with reference number of faults received and completed will be summarized and issued in the form of a spreadsheet in the 2nd Quarter. 2. The Sanitation Department is conducting a rationalization of some of existing vacant funded posts for General Workers, so that the post of an Enquiry Clerk and Data Capturer can be funded by giving up some of the existing vacant funded General Worker posts to fund the post of Enquiry Clerk and Data Capturer for all 3 districts.		Respond to 100% sewer overflows within 24 hours.(Only covers inspection and identification of required repairs as well as issuing job cards).	Job cards with reference numbers of received/completed complaints or a report from the water management system, departmental reports	42%	Job cards with reference numbers of received/completed complaints or a report from the water management system, departmental reports	While some of the reported complaints were attended to within 24 hours of reporting, they were never captured into the Water Information Management System (WIMS) due to capacity limitations. This makes accurate reporting impractical at this stage.	The Sanitation Department is conducting rationalization of some of existing vacant funded posts, so that critical unfunded posts can be filled, for all three districts. At this stage, an option of considering an alternative, in the short term is under review.	
KFA32	WS3.21	Percent of Complaints/Callouts responded to within 24 hours (water).	Daily Operations and maintenance	Respond to 95% of water outages and burst pipe complaints/queries within 24 hours.(Exclude completion of repairs)	Respond to 100% of water outages and burst pipe complaints/queries within 24 hours.(Exclude completion of repairs)	Respond to 100% of water outages and burst pipe complaints/queries within 24 hours.(Exclude completion of repairs)	Job cards with reference numbers of received / completed complaints or report from the water management system, departmental reports	1	Report from water management system.	None	None		Respond to 100% of water outages and burst pipe complaints/queries within 24 hours.(Exclude completion of repairs)	Job cards with reference numbers of received/completed complaints or a report from the water management system, departmental reports	100%	Report from water management system	None	None	

BCMM OWN INDICATORS

KFA37	WGC24	Number of kilo-litres reduced (physical water losses in terms of system losses)	Water conservation and water demand management	1 300 000 kl	800 000 kl	N/A	N/A	N/A	N/A	N/A	N/A		N/A	N/A	N/A	N/A	N/A	N/A	None	
KFA37	WGC25	Electricity Losses	Electricity Losses	Equal to or less than 16%	16%	N/A	N/A	N/A	N/A	N/A	N/A		N/A	N/A	N/A	N/A	N/A	N/A	None	

ACHIEVEMENT LEVELS & LEGEND

	Outstanding performance
	Performance significantly above expectations
	Fully effective performance
	Performance not fully satisfactory
	Unsatisfactory performance
	Not Applicable /On hold/Not reporting for this quarter